Case Study

Clinical Image Management Platform UI Re-engineering

/ Wabalogic

Wabalogic are leading suppliers of medical image management software to the NHS and other medical institutions internationally. Their flagship product MIM is used by NHS trusts throughout the UK and is one of the only imaging workflow products to be specifically designed for the clinical sector. Through ongoing research and development, their products continue to innovate, embrace new technology to reach new markets and ways of working.

> " The NewRedo team quickly transformed our situation through prototypes, iterative delivery and sound engineering "
>
> Peter Snipe - Operations Director

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Project Introduction

Refresh and re-engineer the UI of a market leading clinical image management platform to enhance usability, optimise workflows, and improve user satisfaction. The challenges included an outdated UI, the need for improved user experience, and technical constraints. The project objectives were to modernise the UI, streamline workflows, and enhance accessibility. The approach involved user research, design iterations, agile development, and user testing.

Project Challenge

The existing UI of the web application was outdated, lacking modern design elements and intuitive user interactions. This led to user frustration, increased support requests, and hindered productivity among healthcare professionals. Wabalogic aimed to improve the overall user experience of their medical image management software by simplifying complex workflows, reducing cognitive load, and enhancing accessibility for users of varying technical proficiency. The UI refresh project needed to be implemented within the existing back-end technology stack and infrastructure, ensuring compatibility with the organisation's systems, data integration, and security protocols.

The primary objective was to revamp the UI to align with contemporary design standards and best practices. This involved creating a visually appealing, responsive, and intuitive interface that would delight users and enhance their overall interaction with the web application. The project aimed to optimise complex workflows and navigation paths within the application. By reevaluating user journeys, information architecture, and task flows, Wabalogic sought to simplify processes, reduce user friction, and improve efficiency across their medical image management software. Wabalogic placed a strong emphasis on accessibility, aiming to ensure that the refreshed UI adhered to web accessibility standards. This involved implementing inclusive design principles, addressing colour contrast, providing assistive technology compatibility, and optimising keyboard navigation.

Project Solution

Our team conducted user research to understand user needs, pain points, and expectations. This included surveys, interviews, and usability testing to gather insights that would inform the UI

refresh project. Based on the user research findings, the Wabalogic stakeholders collaborated with our UI/UX design experts to develop multiple design iterations and prototypes. These were tested with representative users to gather feedback and make iterative improvements to the UI of the medical image management software. The UI refresh project followed an agile development approach, allowing for iterative development and continuous feedback loops. Development teams worked closely with UI designers, ensuring seamless integration of design elements and efficient implementation within the existing technology stack. Throughout the project, we conducted user testing and validation sessions to gather user feedback and ensure that the UI changes were aligned with user expectations and preferences. This iterative feedback loop allowed for timely adjustments and fine-tuning.

Customer Value Proposition

By undertaking the UI refresh project, Wabalogic demonstrated its commitment to achieving an exceptional user experience within the MIM product. Through a user-centric approach, modern design principles, and agile development methodologies, the NewRedo team successfully transformed the ageing UI of the medical image management software, into a modern, intuitive, and accessible interface. This initiative aimed to improve user satisfaction, streamline workflows, and enhance the overall usability of the application, ultimately empowering healthcare professionals and patients to navigate and interact with the system more efficiently.

Project Skills

Java, Amazon AWS, ElasticSearch, Kubernetes, OpenID-Connect, React.js, Remix, UX Design, User Research